



## Face to Face

*We are glad to have with us Mr. Felix Thattil (Country Manager – IT, Corporate Office, FFCL – Mumbai) sharing his wonderful thoughts and views with us. Lets hear and gear more about the IT world.*

### Questionnaires

1. **Having worked abroad for quite some time, could you kindly comment on the comparison pertaining to the working patterns in the IT (India vis-à-vis international)**

Abroad, A high level of systems, procedures and redundancy levels are built within the system so that there is minimum level of failure at any stage. This is lacking in Indian environment. We are more result oriented then following a set of processes. Scenario is now changing with a large number of IT sectors beginning to follow such practices.

2. **Considering that India is now a major IT power to reckon with, how has been the scene as on the IT front in the areas, which are in the interiors of the country?**

Toolled by Internet – the enabling technology, the era of Information and communication has triggered a ‘transformation roller-coaster’ across countries, economies and societies. Liberal exchange of information and experiences over the Internet, person-to person communication amongst virtual communities spread over thousands of miles, distribution of products and services through this multi-transactional conduit, is converting today’s world into a vibrant global village.

India is one of the three fastest growing Asian economies – poised to be one of the world’s greatest economic powers, with a 7% growth rate that is being propelled by the information technology revolution. Slowly but steadily, Indian villages are getting wired up. New ways of communicating with rural India are beginning to emerge. If cable television can happen, if mobile phones can happen, can broadband and convergence be far behind?

Today’s rural children and youth will grow up in an environment where they have ‘information access’ to education opportunities, exam results, career counseling, job opportunities, government schemes and services, health and legal advice and services, worldwide news and information, land records, mandi prices, weather forecasts, bank loans, livelihood options.

A digital rural India may seem far away in time, but rural communication via information technology has already started its learning curve

3. **What sort of plans & projections do you have for the present & future as far as the IT development at FFCL is concerned?**

It is apparent from our Vision statement that ‘Technology’ has major role to play in shaping its business in future. Today First Flight has a good technology infrastructure in place and with more streamlined processes and automation there is further potential to improve current business processes reducing the total costs of operations and enhancing customer satisfaction levels.



*Mr. Felix Thattil  
with his wife  
Alphonsa and  
Son Franklin*

We are now in the System Requirement Study stage to have an Online real time system with the best technology practices to cater to Operations, Sales, Finance, Customer Relations, Human Resources in one window connecting each and every branch office in India and abroad on the information Technology highway. Secondly we will also have the best tracking tools on Internet, SMS, IVRS and WAP technologies.

4. **Kindly post your valuable comments on the present condition of Indian sports barring the cricketing achievements.**

It is undeniable that Indian sports are at the bottom. India has lost significance in many games in the last 25 years. India needs an overhaul to develop a sporting culture in the country. The most awful thing for the Indian sports is the involvement of politicians. They are running the sports federations. They have no time to think why our players are unable to do well at the highest levels. This way they are ruining the Indian sports rather than trying to improve it. Moreover, its ultimate result is the dipping standard of Indian athletes.

Indian sports are lacking basic facilities. No attention is being paid at the grassroots level, so our budding athletes are deprived of demonstrating their talents. They do not have chance to nurture and their hunger for sports die within themselves.

Our sportsmen are capable of doing well at the mega events too. Rajyavardhan Singh Rathore surprised everyone when he bagged the silver medal in double trap shooting at the 2004 Athens Olympics. Sania Mirza, Anju Bobby George, Vishwanathan Anand and others have made the country proud. How to squeeze the talent from Indian athletes is a million dollar question. If proper attention and facilities are given to them then Indian athletes will perform better.

If India wants to be a superpower in sports then politics and regionalism should be dragged out. Sports should be made compulsory for the students as a part of the syllabus in schools. Sportsmen of the respective disciplines of the yesteryears should be given chance to monitor the function and progress of the budding athletes from the grassroots level to the highest level.

Other sporting events never get the same sort of coverage by media like cricket. Corporate houses book cricketers for the advertisements. The election of BCCI gets importance like the President’s election.

5. **What does Mr. Felix prefer to do in his free time?**

Cooking is my passion. I enjoy cooking during the weekend and holidays. Apart from this, I love going on long drives, watching movies, reading and spend quality time with family.

6. **Your message to our readers across the globe....**

‘If you’re not on top of the Information System, You’re not dealing with the lifeblood of the organization’ – Colin Powell